

# Community Safety

Top Accomplishments - April 2022, Year-End Evaluation

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## Priority: Living Well Together

### **Support a review of security services to implement the University's Action Plan on Black Inclusion:**

- Supported the Security Services review by leading the coordination of the President's Community Safety Council to launch community consultations.
- Provide ongoing support to the internal expert panel and the security services review team in the development and delivery of engagement strategies to help shape alternative security models.

### **Complete transition to YU one card campus building access with improved online portal card access programming capability:**

- Converted the university-wide door access system to the more advanced YU Card access system. This included an upgraded door access programming software to enhance community and building security. Currently, 23,271 profiles are in the door access database.

### **Move to an in-house CCTV/door access installation and maintenance service delivery model:**

- Moved from external vendor contracted installation and repair service model of CCTV/door access and intrusion systems to an in-house service delivery model with dedicated technicians to manage the installations, repairs, and maintenance of door access and CCTV systems across the Keele and Glendon campus.
- Initiated the conversion of all closed-circuit television (CCTV) cameras from analogue to digital enhancing reliability and overall safety of the York campuses.

### **Deliver active attacker response training and public education on emergency response procedures:**

- Provided self-directed active-attacker training to 62 community members, including mental health first aid and crisis de-escalation training.
- Distributed over 6,000 posters on emergency procedures that provide direction on medical emergencies, evacuations, shelter-in-place, and active attacker scenarios.
- Deployed 1,500 emergency assembly point stickers with detailed directions to facilities' emergency action plan.

### **Provide fire drill procedures and other fire safety training to community members:**

- Delivered hands-on fire extinguisher training to graduate students as well as Residence Life and Housing Services community members in winter 2021.
- Delivered specialized fire safety training to project teams at 4751 Keele and 190 Albany Rd.
- Delivered training on Fire Alarm Panel procedures and response for security staff

**6. Living Well Together**

**6.1 Support and Operationalize the Cromwell Report**


**Action/Strategy:**

6.1.1 Include crowd crisis management and de-escalation training during Block Training for Security Officials as well as continue with annual de-escalation training

**Measures/Metrics/Milestones:**

Measuring reaction, learning, behaviour and results/annual review May 2020-2025/instructor evaluation during scenario based training

**Evaluation Status:**

 On Track

6.1.2 Oversee the creation implantation of new CSD Event Planning SOP

Nov. 23, 2020 post delivery of event planning Table Top exercise and implementation of feedback/inputs before pan-university consultation  
 Jan. 1, 2021 assist in scheduled roll-out of new Event Planning SOP to CSD members and create greater alignment with external law enforcement & security partners re: crowd familiarization & risk assessment training  
 Nov. 31, 2020 submission of -5- Cromwell Report (CR) and -2- Working Group (WG) Recommendations

 Completed

**6.2 Implement an automated access control system to increase administrative and customer service efficiencies**


**Action/Strategy:**

6.2.1 Create and implement a campus access approval online portal to improve programing of card access and expand the campus access online portal to include specific programing options and more notification features

**Measures/Metrics/Milestones:**

Reduce time to process access and reduce errors. Produce transparent and timely access data reports on a monthly basis

**Evaluation Status:**

 Completed

**6.3 Increase Fire Code and fire prevention compliance measures and processes**

**Action/Strategy:**

6.3.1 Develop collaborative triaging, tracking and resolution mechanisms with Facilities Services and Fire Prevention to address preventative measures for Fire Code compliance

**Measures/Metrics/Milestones:**

Increased collaboration on resolving issues and repairs  
 Reduced times for resolution of issues  
 Increased compliance

**Evaluation Status:**

 Completed

**DIVISION:** Division of the VP Finance and Administration

**UNIT:** Community Safety

**PLAN ID:** 1418

**6.4 Implement an education and training program for faculty, staff and students with a focus on emergency procedures and fire prevention**


**Action/Strategy:**

6.4.1 Provide accessible in-person and online training sessions for faculty, staff and students, including emergency response warden training, Fire Extinguisher Training, and fire drills

**Measures/Metrics/Milestones:**

Increased number of community members receiving training  
Increase in knowledge on emergency and Fire Code procedures and fire safety

**Evaluation Status:**

 On Track

**6.5 Support departmental staff during the COVID-19 emergency**


**Action/Strategy:**

6.5.1 Conduct regular employee engagement, staff town halls, and mental health and wellness supports

**Measures/Metrics/Milestones:**

Increased participation in staff Town Halls, timely resolution of employee issues, implementation of specialized health and safety protocols

**Evaluation Status:**

 Completed

**6.6 Support efforts to launch the Markham campus by 2023**


**Action/Strategy:**

6.6.1 Commence the safety and security assessment and planning process for Markham operations

**Measures/Metrics/Milestones:**

Consultations held with Deans and with Admin staff. Incorporation of feedback from consultations  
Development of final service delivery model, standards and budget

**Evaluation Status:**

 On Track

**6.7 Work in partnership with internal divisions and community partners to support safe campuses**


**Action/Strategy:**

6.7.1 Hold regularized, collaborative meetings with staff, student and faculty groups and foster positive relationships with Toronto Fire, Hospitals, Toronto Police Services, TTC and municipal government agencies. Continue work with social services agencies, the Observatory on Homelessness and the School of Nursing to support homelessness on campus

**Measures/Metrics/Milestones:**

Number of meetings held and collaborative initiatives developed  
Increased collaboration with social services agencies and the City on addressing homelessness on campus

**Evaluation Status:**

 On Track

**6.8 Implement priority initiatives under the Community Safety Strategy in collaboration with the Community Safety Council, including initiatives to address anti-Black racism, inclusion and diversity**

**Action/Strategy:**

**Measures/Metrics/Milestones:**

**Evaluation Status:**

**DIVISION:** Division of the VP Finance and Administration

**UNIT:** Community Safety

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6.8.1 Consult with Safety Council. Consult on refinements made to policies and practices within the context of anti-Black racism

Implementation of Year 2 initiatives. Number of consultations held. Implementation of communications to community on changes made

Completed

6.8.2 Continue to provide education and training on racial profiling and human rights through the CHREI for all community safety managers and staff. Implement education on anti-Black racism

Measuring reaction, learning, behaviour and results/annual review May 2020-2025/peer and manager feedback/ assessments. Community consultation feedback

On Track

**6.9 Review and update Emergency Policy, Procedures and Plans**

**Action/Strategy:**

6.9.1 In consultation with Emergency Preparedness Advisory Committee and PVP, review and update the University/department’s Emergency Policy, Procedures and Plans to reflect learnings from responding to emergencies over the past year (e.g. COVID-19 pandemic, and cybersecurity, infrastructure, fire, and weather emergencies)

**Measures/Metrics/Milestones:**

Consultations and updating of plans for responding to a wide range of types of emergencies will commence once the department's staff are redeployed from the EOC and available to undertake this work

**Evaluation Status:**

Progressing

**6.10 Continue to coordinate the university’s emergency response and recovery efforts for COVID-19, while the federal/provincial emergency is in effect and while the university’s state of campus disruption and emergency measures are in effect**

**Action/Strategy:**

6.10.1 Create and implement the Return to Campus Logistical overview for support services encompassing, Community Safety, Ancillary services (Parking / Food Services / YU Card) and Facilities services (grounds, custodial services, and maintenance). Including the services implementation for winter operations and emergency reports

**Measures/Metrics/Milestones:**

**Evaluation Status:**

Completed

6.10.2 Lead the University’s COVID-19 Emergency Operations Centre during periods that it is activated and redeploy staff to the EOC to support the work of the Command, Planning, Operations, and Logistics sections of the EOC. Once the new COVID-19 Planning and Response Group is activated, ensure a smooth transition and provide ongoing expertise/supports to the work of the Group

Anticipate that the EOC will be de-activated late 2020 and may be reactivated in 2021 if there is a significant escalation of COVID-19 on campus or in Toronto that requires an EOC response. The new COVID-19 Planning and Response Group will replace the EOC during times that it is de-activated

Completed